Garnet
Garnet Global Training Center

GGT-AL-108

Administration, Legal & Public Sector **New from 2028**

Smart Government & Digital Services

الحكومة الذكية والخدمات الرقمية

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Smart Government & Digital Services focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Programs for government entities, legal departments and the offices that keep organisations running. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Smart Government & Digital Services to real tasks.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.

Who should attend

Government officials, legal advisers, compliance officers, executive assistants and administrators. Practitioners with one to five years of experience benefit most.

Key topics

- Regulatory and legal frameworks
- Drafting and documentation
- Service design and performance
- Compliance and controls
- Communication and protocol
- Digital government practices

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Smart Government & Digital Services: principles and standards

- Compliance and controls
- Group discussion and peer review

Day 2 Methods and tools in practice

- Communication and protocol
- Digital government practices

Day 3 Diagnosis and problem solving

- Regulatory and legal frameworks
- Measurement and reporting

Day 4 Quality, safety and documentation

- Drafting and documentation
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Service design and performance
- Common mistakes and how to avoid them

10-day outline

Day 1 Smart Government & Digital Services: principles and standards

- Compliance and controls
- Group discussion and peer review

Day 2 Methods and tools in practice

- Communication and protocol
- Digital government practices

Day 3 Diagnosis and problem solving

- Regulatory and legal frameworks
- Measurement and reporting

Day 4 Quality, safety and documentation

- Drafting and documentation
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Service design and performance
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
1–5 May 2028	5-day classroom	Casablanca	English	4,750
17–28 Sep 2028	10-day classroom	Cairo	English	8,950
19–23 Nov 2028	5-day classroom	Jeddah	English	4,750
18–29 Dec 2028	10-day online	Live online	Arabic	5,450
19–23 Feb 2029	5-day classroom	Istanbul	English	4,750
19–30 Mar 2029	10-day classroom	Geneva	English	8,950
17–21 Jun 2029	5-day classroom	Jeddah	Arabic	4,750
5–9 Nov 2029	5-day online	Live online	Arabic	2,950
1–5 Jul 2030	5-day classroom	Dubai	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
9–20 Sep 2030	10-day classroom	Barcelona	English	8,950
14–25 Oct 2030	10-day online	Live online	Arabic	5,450
17–21 Nov 2030	5-day classroom	Doha	Arabic	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/